

SFA FMS Application Management

FMS Applications Operations - Monthly Report **Deliverable 35.1.5f**

Period Ending: 03/31/01



FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5f

Executive Summary

Period Ending 03/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	15
2.1	Response Time - Medium	90%	100%	20
2.2	Response Time - Low	90%	100%	13
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	0%	
2.4	Resolution Time -Medium (Complex)	90%	100%	25
2.5	Resolution Time - High (Simple)	90%	100%	23
2.6	Resolution Time -Medium (Simple)	90%	0%	
	Other Service Metrics			
2.7	Resolution Quality	95%	0%	
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	48	48

Monthly Highlights

- 1) Entered all LEAP/SLEAP Application users and suppliers into application.
- 2) Actual unsolicited calls this month were lower than last month but still high due to VPN connectivity issues
- 3) Most of the activity of the Tier II Help Desk outside of the connectivity issue were functional issues.
- 4) The Tier II Help Desk continued to proactively support the remaining GA's in getting connected.
- 5) Constructed Sallie Mae executive summary for their connectivity and automation change request.
- 6) Reviewed Phase III application release plan for user volume projections.
- 7) Coordinated with the virtual data center to update user forms for Forms 2000 application.
- 8) Created a master user list for Forms 2000.
- 9) Distributed Voluntary Flexible Agreement procedures for manual process to Financial Partners.

(See Appendix A for detailed explanations of the Metrics.)

FMS Applications Management
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Service Level Metrics
03/31/01

Service Level Metric 2.0

Response Time - High

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)		100.0%					100.0%						
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend		100.0%					100.0%						

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.1

Response Time - Medium

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)		100.0%		100.0%	100.0%	100.0%	100.0%						
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend			100.0%	100.0%	100.0%	100.0%	100.0%						

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.2

Response Time - Low

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)							100.0%						
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend							100.0%						

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.3

Resolution Time - High (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend													

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.4

Resolution Time - Medium (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)							100.0%						
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend							100.0%						

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.5

Resolution Time - High (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)		100.0%					100.0%						
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend		100.0%					100.0%						

Current
Targets

>=90%
85% to 90%
<=85%

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Service Level Metrics
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Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)	100.0%		100.0%	100.0%	100.0%	100.0%							
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend			100.0%	100.0%	100.0%	100.0%							

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.7

Resolution Quality

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Data Quality	AD												
Color Trend													

Current
Targets

>=95%
90% to 95%
<=90%

Service Level Metric 2.8

Work Estimate Accuracy

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend													

Current
Targets

>=90%
85% to 90%
<=85%

Service Level Metric 2.9

Service Reporting Delivery

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Service Reporting Delivery (day)	7	7	7	7	7	7	7	0	0	0	0	0	0
Green Target (Calender Day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Data Quality	AD												
Color Trend		7	7	7	7	7	7	0	0	0	0	0	0

Current
Targets

<=7
8
>=9

Help Desk Metric 3.0

Request Vol. (Info.Only)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Number of Requests		32	52	31	38	55	48	0	0	0	0	0	0
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100
Data Quality	AD												
Color Trend		32	52	31	38	55	48	0	0	0	0	0	0

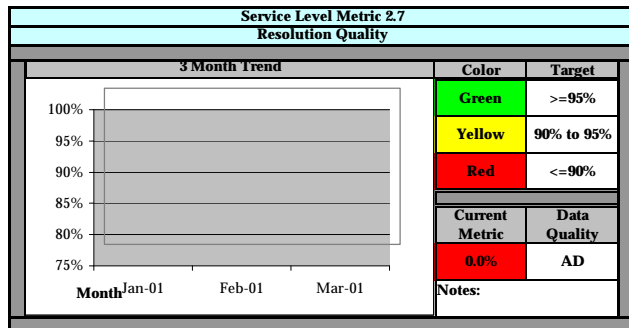
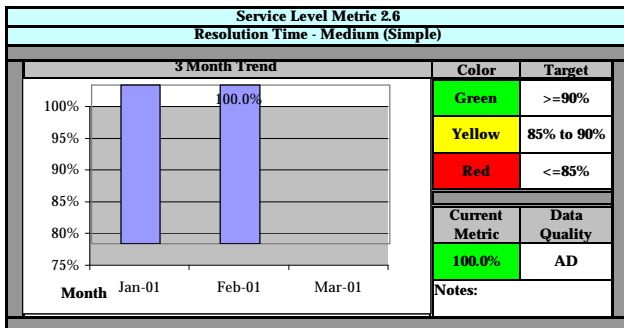
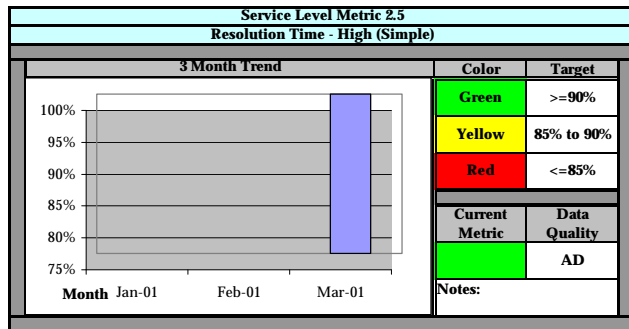
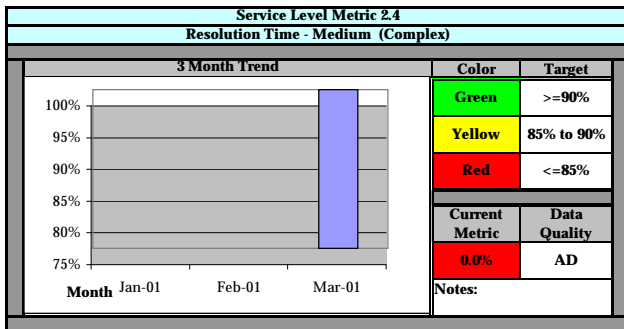
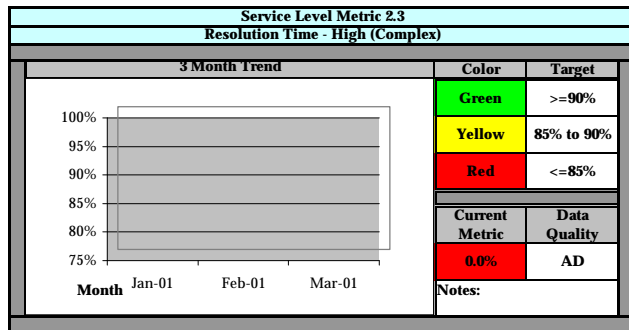
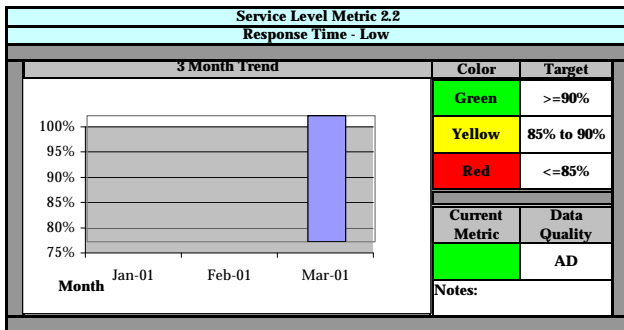
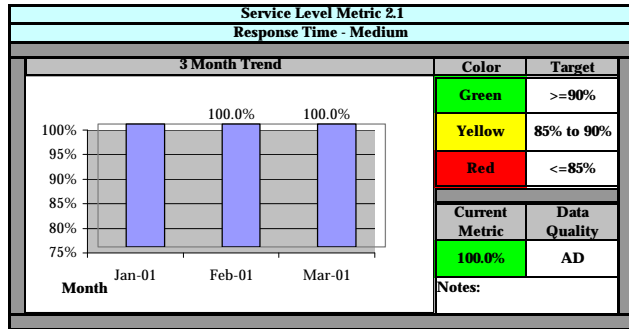
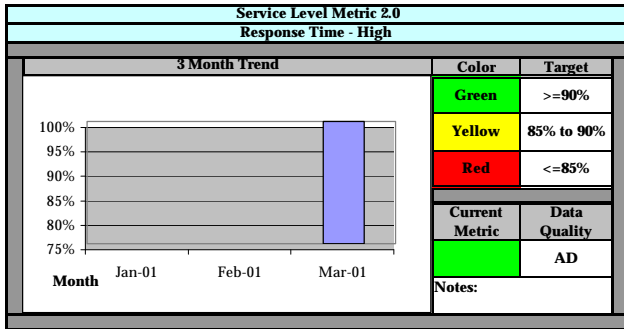
Current
Targets

<=100
100 to 150
>150

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Trend Analysis

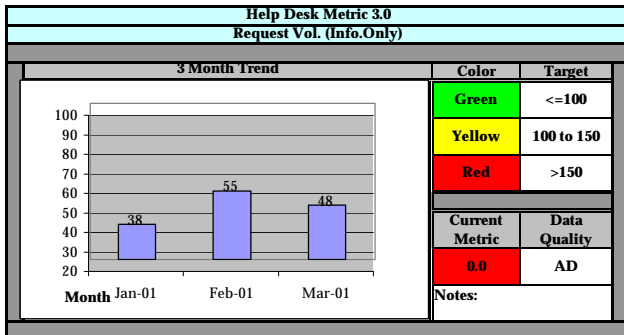
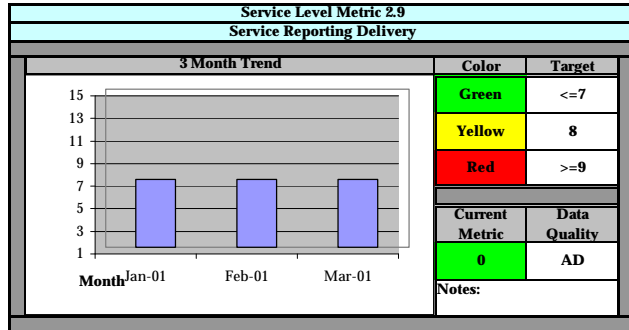
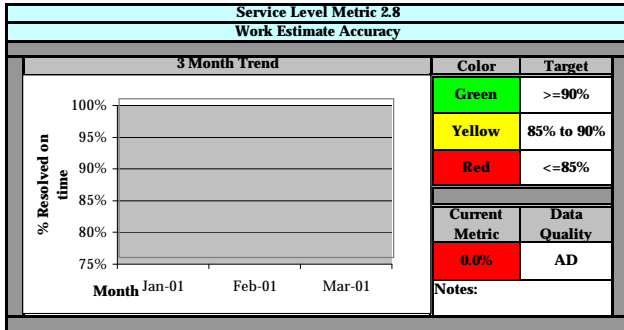
03/31/01



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Trend Analysis

03/31/01



Notes for the Past 3 Months	
Service Level Metric 1.0	
Service Level Metric 1.1	
Service Level Metric 1.2	
Service Level Metric 1.3	
Service Level Metric 1.4	
Service Level Metric 1.5	
Service Level Metric 1.6	
Service Level Metric 1.7	
Service Level Metric 1.8	
Service Level Metric 1.9	
Service Level Metric 1.10	
Service Level Metric 1.11	

SFA FMS APPLICATION MANAGEMENT

Metrics Based Service Target Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
2.0	Response Time High Priority
2.1	Response Time Medium Priority
1.2	Response Time Low Priority Elapsed Time from initial logging of Request by Tier 1 Help Desk to acknowledgement of Request by the Application Management Team . For High Priority Requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.
2.3	Resolution Time High Priority (Complex)
2.4	Resolution Time Medium Priority (Complex)
2.5	Resolution Time High Priority (Simple)
2.6	Resolution Time Medium Priority (Simple) Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier I Help Desk that the Request has been resolved and that the solution is ready to be moved into production All movement of changes into Production is dependent on the VDC. In addition source code changes are dependent on Oracle Service level agreements and response from the Oracle Tech Support team. The Application Maintenance Team will manage the interface with Oracle but cannot directly control Oracle's Resolution Time. Measurements are made by Complex and Simple requests in a High and Medium priorities.
2.7	Resolution Quality This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle.
2.8	Work Estimate Accuracy This metric measures the accuracy of the work effort estimates for complex requests. The target is 90% of the estimates end within a 20% plus or minus variance from the actual effort.
2.9	Service Reporting Delivery This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the 7 day target.
3.0	Help Desk Request Volume Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for SFA FMS management only.